

**1.19.12 Clinical Staff Competency**

Please provide details of your Recruitment/Retention and Appraisal policies/approach to ensure that clinical staff will always be engaged in the delivery of the service and have necessary registration, training, qualifications, experience and current competence to undertake their clinical roles regardless of working pattern within the service.

(Maximum Word Count – no limit but be concise)

**1.19.12.1-Key roles**

The contract leads (Operations Manager, Clinical Services Manager and Medical Lead) will work with the recruitment team to verify clinicians' qualifications and professional registrations.

The HR team will be involved in any ongoing compliance checks, ensuring they link in with the Medical Lead or Clinical Service Managers as appropriate to ensure compliance with Vocare policy and professional bodies guidance/requirements.

**1.19.12.2-Recruitment/retention policies and approach for clinical staff****a)-Recruitment policies and approach**

As Vocare is part of the Totally plc family, we follow the Totally recruitment policy and use its recruitment toolkit.

We have clear expectations and processes around safer recruitment. Our safer-recruitment process includes advertising, interviewing requirements, compliance and onboarding. Our job descriptions state what essential criteria staff need to achieve to be considered for the role.

Compliance checks to ensure recruits have necessary registration, training, qualifications, experience and current competence to undertake their clinical roles include identity checks, DBS (enhanced for all clinicians), professional registration checks, performers list (GP) and Right to Work. These checks are undertaken by recruitment and line managers before appointment. Qualification checks are conducted at interview and confirmed and verified with the recruiting manager and recruitment team during the onboarding process.

Onboarding also includes pre-employment Health Screening Declarations, which ensure candidates are fit for the role they are being recruited into and to address any reasonable adjustments they may require to accommodate existing medical conditions or disability. If adjustments are required, we seek medical advice from our third-party occupational health provider. Another important part of the declaration is to ensure that prospective employees have the right level of immunisations and disclose any allergies, i.e. latex or other conditions that may affect their ability to carry out their job.

The HR team is then responsible for reviewing ongoing compliance in line with our process (DBS every 3 years, professional registration updates and performers' list annually and right-to-work checks as and when required for Tier 4).

### b)-Retention approach

Vocare's 3-strand staff retention strategy include initiatives to maximise staff engagement and to continue to build their qualifications, experience and competence through our comprehensive training and development programme. Aspects such as succession planning and talent spotting also help engage staff and techniques such as shadowing and acting up help develop experience.

### 1.19.12.3-Appraisal policies and approach for clinical staff

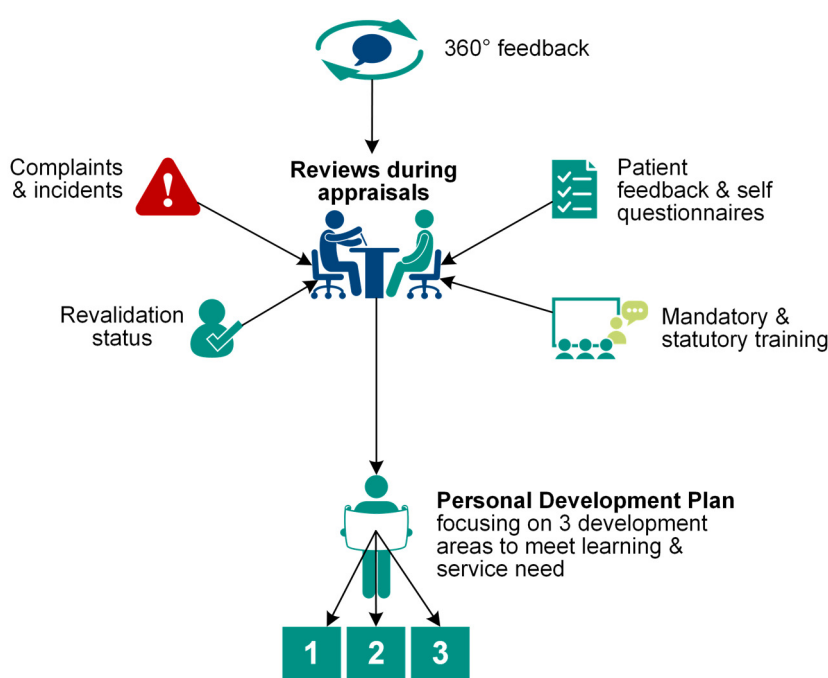
Vocare follow a suite of documents relating to appraisals including:

- Probation Review Policy and Procedure.
- Capability Policy and Procedure.
- Clinician Appraisal and Development Review Form.
- Non-clinical Development Review Form.

The Appraisal/Development Review process is designed to enable staff to receive feedback about how they are performing in their role, how this fits with the organisation and the service aims and targets, and professional codes of conduct (where applicable).

Employees provide feedback on how they feel they are performing in their role against their job description and current business and personal objectives. They complete how they feel they have performed in the past 12 months against tasks and objectives that were set for them. The process focuses on provision of positive and constructive feedback which, when related to the setting of measurable objectives and the identification of learning and development needs, can assist the individual to continuously improve their performance which in turn contributes to the success of the service and the organisation.

The Appraisal/Development Review supports nurse revalidation as it also incorporates an opportunity to review the individual's revalidation portfolio, gather feedback and identify on-going development needs.



*Figure 1: Use of appraisals to engage staff and ensure necessary training, qualifications, experience and competence*

We also use appraisals to help identify training needs, reviewing the aspects shown in Figure 2.



*Figure 2: Identifying training needs*

#### 1.19.12.4-Competency checks

The following mechanisms will be used to confirm competence:

- Competency framework by staff grade and location, e.g. competency assessments for nurses/UCPs before commencing employment.
- Illness/injury competency assessment for nurses/UCPs specific to minor-illness/injury presentations.
- Safeguarding (children/adults) competency assessment.
- Practical skills assessments.
- Internal GP educational meetings focusing on urgent-care skills.
- Direct clinical supervision as per the Clinical Supervision Policy.
- 1-1s and annual Performance Development Reviews (PDRs).
- Direct response to clinical incidents – facilitated by our Practice Educator Team.

Where staff do not meet required competency, our comprehensive remedial-training programme will use in-house/external training, mentoring, peer support and defined learning objectives. Staff will be assigned other duties or be supervised until attaining required competence.

We also conduct competency checks for non-clinical staff.

**1.19.12.5-Subcontractor staff competency**

Vocare will only use a subcontractor in the South Lot. We will continue to use Gables Offender Healthcare to deliver the GP-OOH service in the Staffordshire prisons. In addition to competency checks by the Gables line managers, Vocare's contract leads will undertake case reviews, call audits, prescribing audits, patient feedback and governance processes. Our Clinical Service Manager or Medical Lead will discuss findings with the Gables lead and pass on input into its appraisal process.

**1.19.12.6-Credential validity records**

Vocare staff credentials will only be held on our HRIS system accessible only to HR. Quarterly reports from this system will alert us to credential expiry, enabling managers and staff to take appropriate action.